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H.320 VIDEO CONFERENCING

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Video conferencing provides real-time, face-to-face communications with partners, clients, contractors and employees over a broadband network eliminating the need for travel. Video Conferencing, a set of interactive telecommunication technologies, allow two or more locations to interact via simultaneous two-way video and audio transmissions. This can be as simple as a conversation between two people in private offices (point-to-point) or as complex as multiple sites (multi-point) each with more than one person situated in large rooms. It should be noted that H.320 is an out-of-date technology and DTS is not recommending any new locations be installed. DTS will support existing locations as long as possible.

VIDEO CONFERENCING FEATURES AND DESCRIPTIONS

| FEATURE | DESCRIPTION |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ISDN PRI Based H.320 Video Conferencing Network | DTS utilizes its microwave network and carrier T1 tail circuits to extend the video network into many parts of the state. H.320 networks offer dedicated bandwidth, switched circuits, and high reliability. |
| Sharing of Dedicated Bandwidth | All circuits terminate in a large T1 Mux at the State Office Building. From this Mux, connections are made to the State Office Building PBX (for routing out to long distance connections) and to a video bridge for multipoint connections. |
| Robust Network/Reliable Service | A digital microwave network, Madge switches, a Lucent bridge, and dedicated bandwidth all contribute to providing a top-quality connection, designed for 99.9995% reliability. |
| Bridging Capabilities | Multi-point - all sites can be involved at the same time. |
| Remote Management/Support and Service | Installation, problem resolution, and training are included. |
| Mobile Equipment | Equipment can be relocated to any room with a connection. |
| Reporting Options | Reports can be generated to show the activity and success rate of the conferences. |
| Panoramic View | Clear picture, able to see all participants within the room. |

| | |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Easy Communication | Can communicate freely and naturally, or mute when needed. |
| Scheduling | Easy to schedule or cancel a conference. |
| Regular Scheduled Testing | To ensure the connection is active DTS performs testing of each conference site on a regular basis and again prior to each conference. |

FEATURES NOT INCLUDED WITH VIDEO CONFERENCING

| FEATURE | EXPLANATION |
|------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Video Over IP | Video Over IP is a separate product from H.320 Video Conferencing and is not included as part of this product description. |
| Desktop Video | Desktop Video uses the PC to carry the video. |
| WAN Network Connection | The wide area network connection is a separate product and must be ordered separately. |

RATES AND BILLING

| FEATURE | DESCRIPTION | BASE RATE |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Equipment | Video Unit, Camera, Remote, and Speakers. | Cost – Customer will purchase direct from the vendor. |
| Connection Install Fees | Fees for installing the T1 and microwave connections are billed as a one-time charge on the special billing agreement (SBA). | \$11.37/mile |
| Connection Usage Fees | The video unit requires a connection to the microwave network and is accomplished via a T1 circuit and a portion of a microwave circuit. The charges are billed through the SBA monthly. | Cost + 10% |
| Modem line | The modem line, required for connection, is included in the SBA. | \$24.50 |
| Modem Installation | One-time charge billed on the SBA. | \$55 |
| Common Network Equipment | Monthly charge for the shared costs of equipment at the State Office Building required for successful operation and billed through the SBA. | \$350 |
| Equipment maintenance | Maintenance is required on all equipment until it would be less expensive to replace the equipment than to repair it. The maintenance is billed monthly through the SBA. | Cost + 8% |
| Bridging Rate | The bridge is required if more than two sites are going to communicate. Each site connected to the conference is charged a connection fee. These charges appear on the monthly ARIES billing. | \$40/hr/site |

ORDERING AND PROVISIONING

Installing video equipment at a new or additional site requires the expertise and coordination of DTS Network Planning, Qwest Communications, and Wire One Communications. The provisioning process is detailed in the [Video Conference Ordering and Provisioning](#) document.

The MCU, or bridge, is required for video conferences with more than two end points. The bridge is shared by all video customers; therefore, the use of the bridge needs to be scheduled through the DTS Telecom Order Desk. Step-by-step instructions can be found in the [Video Conference Ordering and Provisioning](#) document.

To cancel or change a video conference reservation you may call the DTS Customer Support Center at (801) 538-3440 or (800) 678-3440. Changes or cancellations should include the date and time the conference is scheduled, and details of the change. To avoid charges please cancel your conference within 24 hours of the scheduled date.

DTS RESPONSIBILITIES

Provide recommendations for equipment compatible with the network.

Administer the special billing agreement with customer agency.

Coordinate purchase and installations of circuits and equipment.

Test connections prior to conference.

Coordinate maintenance of equipment with vendor.

Provide training and documentation.

AGENCY RESPONSIBILITIES

Consult with DTS Network Planning on equipment compatibility and network readiness.

Provide ELCID for Special Billing Agreement.

Enter into a Special Billing Agreement with DTS that includes monthly connectivity and equipment maintenance charges.

Purchase equipment from the vendor on contract.

Consult GroupWise calendar for room availability prior to scheduling a conference.

Submit an order request to DTS Telecom Order Desk via the DTS Product and Services Web site a minimum of three business days in advance of the conference. DTS will make every effort to complete a request for video resources. DTS makes no guarantee of successfully processing a request submitted less than three (3) business days from the date of the scheduled conference.

Test the conference equipment eight (8) working hours prior to the conference to ensure the equipment connection has not been terminated. If unable to make a connection, the customer should contact the DTS Help Desk to open a trouble ticket (See DTS Customer Support.)

Test the conference setup 15 minutes prior to the beginning of the conference.

To avoid applicable charges you must cancel a conference within 24 hours of the scheduled date.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below as long as the circumstances are under the control of DTS.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

| Time to Initial Response Targets | % Tickets | Total Time to Resolution Targets | % Tickets |
|-------------------------------------------|-----------|------------------------------------|-----------|
| Low Priority – 1 Business hour | 75% | Low priority – 6 Business hours | 75% |
| Medium priority – 1 Business hour | 75% | Medium priority – 3 Business hours | 75% |
| High priority – Attempt Warm Transfer | 90% | High priority – 4 Clock hours | 75% |
| Urgent priority – Immediate Warm Transfer | 95% | Urgent priority – 3 Clock hours | 100% |

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

| Metric Description | Target |
|---------------------------------------------------------------------|------------------------------|
| Average level of satisfaction with resolution efforts | > 4.2 on a scale of 0 - 5 |
| Percentage of respondents satisfied or better with service received | 93% of respondents satisfied |